

# CWT HotNews

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

## Airline labor action re-accommodation policies

3:30 p.m. CDT, August 22, 2005

Several airlines have implemented the following policies for acceptance of passengers affected by labor actions at Northwest Airlines. For our clients' convenience, CWT has provided the matrix below to provide additional details about the re-accommodation policies for major domestic carriers as reported to CWT.

Airline labor action re-accommodation policies	
<b>American Airlines</b>	<p>American Airlines has implemented a program for acceptance of any passengers affected by Northwest Airlines labor actions. These procedures are only to be used for this NWA disruption. Please note American's opportunities to help Northwest passengers are limited given high load factors.</p> <p>CWT will assist travelers with re-accommodation as necessary, but will be required to refer all transactions to Northwest for re-ticketing. Because American is operating so close to capacity, the carrier is also requiring that Northwest's customers be able to use American's self-service facilities. Reissue of the ticket will provide this capability.</p> <p><b>Disruption booking requirements:</b> For customers holding Northwest tickets, American will only accept bookings if:</p> <ol style="list-style-type: none"><li>1. The Northwest flight is canceled or severely delayed—speculative bookings are not allowed.</li><li>2. Northwest customers can be rerouted on American only on the current day or next day.</li><li>3. Rerouted Northwest passengers must be booked in the following American inventories, based on the cabin ticketed for their Northwest flight: L - Economy Class; D - Business Class; A - First Class</li><li>4. American flights 1-5599 may be used under this program. Other American code-shared flights are marketed independently by their operators and should be booked directly with the operator. If space cannot be found to the original destination, American alternate destinations up to a 300 mile radius from the original, ticketed destination will be allowed.</li><li>5. Northwest must reissue tickets in order for passengers to use self-service check-in. CWT will not be allowed to reissue "involuntary" tickets.</li><li>6. Customers rerouted to American must be in possession of their baggage as Northwest service disruptions will likely prohibit any chance of retrieving bags from them. American realizes this will be inconvenient for some travelers when interrupted at an intermediate point on their Northwest flights, but, in the long run, this will ensure the traveler knows where his/her baggage is, even if it causes a slight delay in travel.</li><li>7. To avoid disruption at the gates, standby will not be allowed.</li></ol> <p>Compliance with these special conditions will help to minimize the inconvenience to all travelers.</p>

Airline labor action re-accommodation policies	
Delta Air Lines	<p><b>Special protection agreement for passengers impacted by the work stoppage at Northwest Airlines—Bulletin 1</b></p> <p><b>Reason for ticketing bulletin:</b> To assist SkyTeam member Northwest Airlines and their coded passengers affected by the work stoppage at Northwest Airlines.</p> <p><b>Remarks:</b> Northwest Airlines has made arrangements with Delta to accept their passengers impacted by this work stoppage. Delta will do all possible to provide service for Northwest passengers. Seats are subject to availability in the appropriate inventory. Delta cannot guarantee all passengers can be accommodated.</p> <p><b>Note:</b> Northwest passengers include passengers traveling on Pinnacle- and Mesaba-operated flights including those passengers marketed as AS, CO, DL, KL and NW.</p> <p><b>Dates of travel impacted:</b> Through the duration of the strike period.</p> <p><b>Must be rebooked by:</b> Passengers must travel on the original ticketed date. If that date does not have available flights, the passenger may travel within 24 hours of the original ticketed date.</p> <p><b>Refunds:</b> Travelers are referred back to the issuing carrier.</p> <p><b>100 mile rule:</b> Passengers may elect to travel to/from alternate airports within a 100-mile radius. If this option is chosen, change fees and any applicable ASC fees will be waived provided the passenger understands ground transportation is at the passenger's expense.</p> <p><b>Standby:</b> Not permitted on Delta.</p> <p><b>Pets in hold:</b> Delta currently has a pet embargo for pets traveling in the hold. Northwest is not under a pet embargo, therefore, should a Northwest passenger travel on Delta with a pet, Delta's current policy will apply and the pet must travel as cargo.</p> <p><b>Unticketed passengers:</b> Must be rebooked on alternate services at the applicable Delta fare.</p>
United Airlines	<p><b>United travel options for Northwest ticket-holders:</b></p> <p>United Airlines is ready to meet the needs of Northwest Airlines' ticketed passengers affected by the strike at Northwest.</p> <p>United will accommodate Northwest passengers holding paper tickets valid for travel on a wholly Northwest-operated itinerary. Travel on United must match the passengers' ticketed itinerary, including travel dates.</p> <p>In circumstances where a passenger cannot be rerouted to the destination shown on their original ticket, United will accept tickets to and from an alternate destination within a 300-mile radius of the original ticketed city.</p> <p>Northwest customers holding e-tickets can obtain a paper ticket from Northwest Airlines or via their CWT travel counselor.</p>

CWT will continue to monitor the situation and provide updates as appropriate. Should major disruptions occur in Northwest's flight operations, CWT will respond with contingency plans as necessary to accommodate travelers, which would be deployed based on specific policy and procedures outlined by the carrier.

**If you have any questions about the information contained in this Hot News, please contact your CWT representative.**